Services Support Notice: January 16, 2012

Product Name: Call Management System (CMS) – Sun Fire™ V880 Hardware Platform

End-of-Services Support Alert

This End-of-Services Support Alert pertains to the following product:	CMS V880 Hardware Platform
Nature of the End-of-Services Support Alert:	The end-of-services support (EOSS) date for the CMS V880 hardware platform is December 31, 2011. The previously posted EOSS Notices can be found on the Avaya Support site. Remote-only support will be available for a limited period, providing the opportunity for impacted customers to migrate CMS V880 hardware platforms to currently supported CMS hardware platforms. As remote-only support will be offered for a limited time, it is imperative that customers take action as soon as possible. Please note that remote-only support is available for CMS software running on the CMS V880 hardware platform. Hardware support is limited to available Product Correction Notices for firmware issues, along with best-effort resolution offered through T&M services, as available per Avaya's posted Extended Support guidelines. Due to these support limitations, customers should take steps to determine the appropriate migration plan for their enterprise to limit the potential impact of service-impacting issues on their business operations.
Steps to be taken as a result of this EOSS Alert:	Options: • All previous full coverage contracts have been cancelled due to the EOSS status of CMS V880 Hardware Platform support. You may reinstate using Remote Only 8X5 or 24X7 coverage options with a 12 Month term, utilizing the standard maintenance quoting and contracting tools. • Upgrade to a version of CMS available on T5120 4 Core & 8 Core, and add Full Coverage support.
Product Migration Path:	Upgrade CMS hardware to currently supported CMS platforms (T5120-4 Core, T5120-8Core and NETRA X4270). In all cases, this will require a software upgrade to the latest CMS release. Another option to consider is the Avaya IQ solution. If a customer has custom reports, custom interfaces, or other custom developments, compatibility for those reports will need to be addressed separately.
For More Information on Product Status:	Maintenance Index by Product

Summary of Extended Support Status:	Avaya may discontinue or limit the scope of Maintenance Services for Supported Products that Avaya or a third party manufacturer has declared “end of life,” “end of service,” “end of support,” “manufacture discontinue” or similar designation (“End of Support”) effective as of the effective date of the manufacturer's End of Support notice. Following the effective date, Avaya Maintenance Services for manufacturer End of Support Products will be under the terms of “Extended Support.” Extended Support will continue to provide the same maintenance services with the following exceptions: At the end of manufacturer support, Tier IV R&D product developer support and going-forward maintenance updates (e.g., Product Correction Notices (“PCN’s”), “bug fixes,” interoperability / usability solutions) are no longer provided by the manufacturer. Therefore, certain complex faults or functionality issues may not be resolvable without the Customer upgrading the system to a version currently supported by the manufacturer. In addition, as replacement parts* are manufacture discontinued, some products or components may become increasingly scarce or require replacement with substitute parts. This may result in delays in response or repair intervals, or may require upgrades to other components or the entire product itself replaced with manufacturer supported technology at Customer’s expense in order to ensure compatibility and preserve Supported Product functionality. *Does not apply to Remote-Only Maintenance Service. All active PCNs currently issued against these products will be honored until such time they are deemed inactive and no longer available. For more information on Avaya Extended Support click here Extended Support Policy